

**CITY OF ASHEVILLE, NORTH CAROLINA
CLASS SPECIFICATION**

**TICKET SELLER
CIVIC CENTER**

GENERAL STATEMENT OF JOB

Performs specialized unskilled work in support of Civic Center operations. Employee reports to the Ticket Seller Supervisor or Ticket Office Manager.

DISTINGUISHING FEATURES OF THE CLASS

An employee in this class performs specialized unskilled work to support Civic Center events. Work involves greeting patrons, accepting payment for tickets and/or taking existing tickets for Civic Center events. Employee is also responsible for performing credit card transactions and responding to inquiries. Employee must exercise tact and courtesy in frequent contact with City officials and employees and the general public. Work is performed under general supervision of the Ticket Seller Supervisor or Ticket Office Manager and is evaluated through observation, conferences, review of work performed and public approval.

ILLUSTRATIVE EXAMPLES OF WORK

Sells tickets to Civic Center events using a computerized ticketing system.

Greets Civic Center patrons; accepts payment and/or event tickets, and tears their event tickets.

Responds to inquiries regarding ticket sales and/or Civic Center events in person and over the telephone.

Performs credit card transactions.

Maintains a cheerful demeanor toward patrons while on duty.

Balances fiscal transactions daily.

ADDITIONAL JOB FUNCTIONS

Performs other related work as required.

KNOWLEDGE, SKILLS AND ABILITIES

General knowledge of the layout of Civic Center facilities.

Ability to stand for moderately long periods of time.

Ability to speak clearly.

Ability to accept and verify credit card information.

Ability to write legibly.

Ability to perform simple cash transactions.

Ability to maintain a cheerful demeanor for extended periods of time.

TICKET SELLER

Ability to exercise considerable tact and courtesy in frequent contact with the public.
Ability to maintain high standards for performance of work
Ability to establish and maintain effective working relationships as necessitated by work assignments.

MINIMUM EXPERIENCE AND TRAINING

Graduate from high school preferred; and/or any equivalent combination of training and experience required to perform the essential position functions.

COMPETENCIES

Technical Competency: Ability to use the tools and concepts of the specialty area in which the employee works. Includes using appropriate processes, procedures, resources, and work or professional standards.

Interpersonal Competency: Ability to work with people, develop and maintain work relationships, communicate, manage conflict, and perform as an effective team member.

Intellectual Competency: Ability to think, learn and process information. Ability to solve problems and gather necessary information. Includes having math and reading skills appropriate to job level.

Customer Service: Ability to identify customers, determine the valid needs of a situation, and provide service or service recovery in a manner that satisfies the customer.

Physical Skills: Ability to perform required jobs with adequate strength, dexterity, coordination and visual acuity (with reasonable accommodation[s] if needed) and in a manner that does not pose a direct threat to the health or safety of the employees or others in the workplace.

Modified Pay Plan
Non-Exempt